

FAIRFAX COUNTY

2018 Homeowners' Association and Condominium Association Guide



July 2018

Fairfax County Homeowners' and Condominium Association Guide

2018 Legislative Review

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Preface

The Homeowners' and Condominium Association Guide includes an overview of the legislative amendments from the 2018 Virginia General Assembly Legislative Session and an overview of the activity of the Common Interest Community Board and the Office of the Common Interest Community Ombudsman. The guide is designed to be an interactive document connecting the public with the Code of Virginia, the Code of Fairfax County, and other common interest community association resources.

The Common Interest Community Board was created during the 2008 Legislative Session and charged with the responsibility to adopt regulations necessary to carry out its duties. The Consumer Affairs Branch monitors the regulatory process and incorporates information about newly adopted regulations into subsequent editions of the Fairfax County Homeowners' and Condominium Association Guide. These updates, however, are for informational purpose only, and should not be used or relied upon in place of the actual text of the relevant legislation. In addition, homeowners' and condominium association members should consult with private legal counsel regarding their specific legal rights and interests, and should in no way rely upon this informational guide for evaluating those specific legal rights and interests.

Please contact the Fairfax County Department of Cable and Consumer Services, Consumer Affairs office at 703-222-8435, TTY 711, for additional information or assistance.

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2018 Legislative Updates

The Virginia General Assembly consists of the House of Delegates and the Senate of Virginia, with responsibility to enact laws of the Commonwealth of Virginia. The General Assembly meets each January and bills that pass both chambers become law once they are signed by the governor. Bills pertaining to the governance of common interest communities may be passed into law and the Titles, Chapters, and Sections of the Code of Virginia which were impacted by the activity of the 2018 Virginia General Assembly session are included. A brief summary of the changes or additions to the code is also provided. The Code of Virginia, in its entirety, can be viewed online using the [Virginia Legislative Information Service](#).

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Title 13.1 Corporations
Chapter 10 Virginia Nonstock Corporation Act

For associations incorporated under the Nonstock Corporation Act, unless the articles of incorporation or bylaws require the meeting of members to be held at a place, the board of directors may determine that any meeting of members shall be held by means of remote communication in conformity with [subsection B of § 13.1-844.2](#). The following related provisions were amended:

[§ 13.1-838. Annual meeting.](#)

[§ 13.1-839. Special meeting.](#)

[§ 13.1-844.2. Remote participation in annual and special meetings.](#)

[§ 13.1-845. Members' list for meeting.](#)

Title 15.2 Counties, Cities and Towns
Chapter 22 Planning, Subdivision of Land and Zoning

[15.2-2288.7. Local regulation of solar facilities.](#)

This new provision was added to provide that a property owner may install a solar facility on the roof of a dwelling or other building to serve the electricity or thermal needs of that dwelling or building, provided that such installation is in compliance with any height and setback requirements in the zoning district where such property is located, as well as any provisions pertaining to any local historic or architectural preservation district. Unless a local ordinance provides otherwise, a ground-mounted solar energy generation facility shall also be permitted, provided that such installation is in compliance with any height and setback requirements in the zoning district where such property is located, as well as any provision pertaining to any local historic district. Any other proposed solar facility, including any solar facility that is designed to serve, or serves, the electricity or thermal needs of any property other than the property where such facilities are located, shall be subject to any applicable zoning regulations of the locality. The bill requires that any ground-mounted solar energy generation facility existing as of January 1, 2018, be deemed a legal nonconforming use, with certain exceptions. *The bill has a delayed effective date of January 1, 2019, with respect to ground-mounted solar energy generation facilities.*

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Title 54.1 Professions and Occupations
Chapter 23.3 Common Interest Communities

§ 54.1-2350. Annual report and disclosure packets.

Requires the Common Interest Community Board (Board) to reconfigure its current one-page form that accompanies association disclosure packets that are required to be provided to all prospective purchasers of lots located within a development that is subject to the Virginia Property Owners' Association Act as a cover form to accompany both association disclosure packets and resale certificates that are required to be provided to all prospective purchasers of units located within a condominium that is subject to the Condominium Act. The bill also requires the Board to expand the breadth of information that is included on the form to provide potential purchasers with additional information regarding restrictive covenants that the potential purchaser may be subject to as a member of a property owners' association or a unit owners' association and which may affect the potential purchaser's decision to purchase a lot or unit located within a common interest community.

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Title 55 Property and Conveyances
Chapter 4.2 Condominium Act

§ 55-79.74:1. Books, minutes and records; inspection.

Provides that books and records kept by or on behalf of a unit owners' association shall be withheld from inspection and copying in their entirety only to the extent that an exclusion from disclosure enumerated in the Condominium Act, as applicable, applies to the entire content of such books and records. The bill provides that, otherwise, only those portions of the books and records containing information subject to an exclusion may be withheld, and all portions of the books and records that are not so excluded shall be disclosed at the requesting member's expense.

§ 55-79.97. Resale by purchaser; resale certificate; use of for sale sign in connection with resale; designation of authorized representative.

Requires the Common Interest Community Board (Board) to develop a cover form to accompany resale certificates that are required to be provided to all prospective purchasers of units located within a condominium that is subject to the Condominium Act. In addition, requires the Board to expand the breadth of information that is included on the form to provide potential purchasers with additional information regarding restrictive covenants that the potential purchaser may be subject to as a member of a unit owners' association and which may affect the potential purchaser's decision to purchase a lot or unit located within a common interest community.

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Title 55 Property and Conveyances
Chapter 26 Property Owners' Association Act

§ 55-508. Applicability.

Provides that the Virginia Property Owners' Association Act (§ 55-508 et seq.) shall be applicable to any development established prior to the former Subdivided Land Sales Act (§ 55-336 et seq.) (i) located in a county with an urban county executive form of government, (ii) containing 500 or more lots, (iii) each lot of which is located within the boundaries of a watershed improvement district established pursuant to Article 3 (§ 10.1-614 et seq.) of Chapter 6 of Title 10.1, and (iv) each lot of which is subject to substantially similar deed restrictions.

§ 55-509.3:2. Statement of lot owner rights.

Provides that books and records kept by or on behalf of a property owners' association shall be withheld from inspection and copying in their entirety only to the extent that an exclusion from disclosure enumerated in the Property Owners' Association Act, as applicable, applies to the entire content of such books and records. The bill provides that, otherwise, only those portions of the books and records containing information subject to an exclusion may be withheld, and all portions of the books and records that are not so excluded shall be disclosed at the requesting member's expense.

§ 55-509.4. Contract disclosure statement; right of cancellation; use of for sale sign in connection with resale; designation of authorized representative.

Requires that as a prerequisite to charging any fees for the preparation of disclosure packets, both professionally managed property owners' associations and property owners' associations that are not professionally managed must register with the Common Interest Community Board, file annual reports, and make annual assessment payments.

§ 55-509.5. Contents of association disclosure packet; delivery of packet.

Requires the Common Interest Community Board (Board) to reconfigure its current one-page form that accompanies association disclosure packets that are required to be provided to all prospective purchasers of lots located within a development that is subject to the Virginia Property Owners' Association Act. In addition, requires the Board to expand the breadth of information that is included on the form to provide potential purchasers with additional information regarding restrictive covenants that the potential purchaser may be subject to as a member of a property owners' association and which may affect the potential purchaser's decision to purchase a lot located within a common interest community. Finally, requires the Common Interest Community Board to include information specifying the period or length of declarant control.

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[§ 55-509.6. Fees for disclosure packet; professionally managed associations.](#)

Requires that as a prerequisite to charging any fees for the preparation of disclosure packets, a professionally managed property owners' associations must register with the Common Interest Community Board, file annual reports, and make annual assessment payments. Additionally, a professionally managed property owners' association must provide the disclosure packet electronically, if so requested by the requester in order to charge fees.

[§ 55-509.7. Fees for disclosure packets; associations not professionally managed.](#)

Requires that as a prerequisite to charging any fees for the preparation of disclosure packets, property owners' associations that are not professionally managed must register with the Common Interest Community Board, file annual reports, and make annual assessment payments. The bill allows a property owners' association that is not professionally managed to charge fees at the option of the seller or the seller's agent for (i) expediting the inspection, preparation, and delivery of the disclosure packet; (ii) providing an additional hard copy of the disclosure packet; and (iii) providing third-party commercial delivery service. A property owners' association that is not professionally managed may also charge and collect fees for inspection of the property, the preparation and issuance of an association disclosure packet, and such other services as provided by professionally managed property owners' associations as long as the association provides the disclosure packet electronically if so requested by the requester and complies with the other requirements of collecting fees for disclosure packets by professionally managed property owners' associations.

[§ 55-510. Access to association records; association meetings; notice.](#)

Provides that books and records kept by or on behalf of a property owners' association shall be withheld from inspection and copying in their entirety only to the extent that an exclusion from disclosure enumerated in the Property Owners' Association Act, as applicable, applies to the entire content of such books and records. The bill provides that, otherwise, only those portions of the books and records containing information subject to an exclusion may be withheld, and all portions of the books and records that are not so excluded shall be disclosed at the requesting member's expense.

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The Virginia Common Interest Community Board and Office of the Ombudsman

Effective July 1, 2008, the Virginia General Assembly passed HB 516 and SB 301 which established the Common Interest Community Board. The legislation was the result of a joint effort between the Housing Commission and members of the Community Associations Institute, Virginia Association of Community Managers, Virginia Association of Realtors, industry lawyers and accountants. It created the Common Interest Community Board and the Office of the Common Interest Community Ombudsman.

The Common Interest Community Board (CIC Board) consists of 11 citizens appointed by the governor. The CIC Board is representative of common interest community professionals and members including three common interest community managers, a community association attorney, a certified public accountant, a representative of the time-share industry, two real estate developers, and three Virginia citizens, one of whom serves or has served on the governing board of an association that is not professionally managed at the time of appointment and two of whom reside in a common interest community. View the current [Board Roster](#) for appointed board member information. The CIC Board is charged with the development and regulation of educational requirements, licensing and certification of community managers and employees, the complaint process for the Office of the Ombudsman's Office, the administration of the Common Interest Community Management Information Fund, and the enforcement of regulations established under its authority.

The CIC Board is responsible for administering Virginia's property registration laws: the Condominium Act ([Code of Virginia, Title 55, Chapter 4.2](#)), the Virginia Real Estate Time-Share Act ([Code of Virginia, Title 55, Chapter 21](#)), the Virginia Real Estate Cooperative Act ([Code of Virginia, Title 55, Chapter 24](#)), and the Property Owners' Association Act ([Code of Virginia, Title 55, Chapter 26](#)). These statutes generally require registration and certain disclosures by land developers. The CIC Board is authorized to promulgate regulations to fulfill the requirements of these acts. The CIC Board regulates the sale of new condominiums and time-shares. The Condominium Act and the Real Estate Time-Share Act cover transactions occurring within the Commonwealth, even if the property involved is located outside the Commonwealth. Common interest communities are required to register and file annual reports with the CIC Board. Changes in board membership and community management are required to be reported to the CIC Board, as well. The fees from the annual reports fund the Common Interest Community Management Information Fund, which in turn helps to fund the Common Interest Community Management Recovery Fund ([Code of Virginia, Title 54.1, Chapter 23.3](#)).

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The Board has established a number of regulatory committees to review applicable regulations and to explore education needs and requirements. Visit the [Common Interest Community Board](#) website for information about the board's regulatory activity, board and committee meetings and minutes, forms and applications, and news and publications. Frequently referenced documents are listed below:

[Laws and Regulations](#)

- Common Interest Community Manager Regulations (*licensure*)
- Condominium Regulations (*project registration*)
- CIC Management Information Fund Regulations (*annual report filing requirements and fees*)
- CIC Ombudsman Regulations (*association complaint processes and notices of final adverse decisions*)

[News and Publications](#)

- Best Practices for Property Owners' Associations Declarations (*adopted 12/10/15*)

[Common Interest Community Association Disclosures](#)

- Property Owners' Association Disclosure Packet Notice (*revised June 7, 2018*)
- Maximum Allowable Preparation Fees for Disclosure Packets – Professionally Managed Associations (*revised January 16, 2018 and law changes July 1, 2018*)
- Maximum Allowable Preparation Fees for Disclosure Packets – Associations NOT Professionally Managed (*revised January 16, 2018 and law changes July 1, 2018*)
- Condominium Unit Owners' Association Resale Certificate Notice (*new June 7, 2018*)

The Office of the Common Interest Community Ombudsman offers assistance and information to association members regarding the rights and processes available to them through their associations. As required by statute, the [Common Interest Community Ombudsman Regulations](#) were established and made effective July 1, 2012. This regulation requires associations set rules for receiving and considering complaints from members and other citizens. Specifically, the regulation (i) requires associations to establish written complaint procedures; (ii) requires the maintenance of association complaint records; (iii) sets time frames in which associations must

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complete certain actions; (iv) indicates the consequences for failure of an association to establish and implement a complaint procedure; and (v) establishes procedures and forms for filing a notice of final adverse decision. The law that authorizes the Board to establish these regulations is found in [Chapter 29 \(§ 55-530\) of Title 55 of the Code of Virginia](#). Associations were required to have an established association complaint procedure adopted by September 28, 2012. The office has developed a flow chart that serves as [Guidelines for Review of Complaint Submissions](#).

The Office of the Common Interest Community Ombudsman reviews Notices of Final Adverse Decision resulting from the submission of a complaint through an association's complaint procedure. The sole purpose of this review is to determine if the final adverse decision received by the complainant, from the association, may be in conflict with laws or regulations governing common interest communities or interpretations thereof by the board. [Ombudsman Determinations](#) are made available online to serve as an information resource on common interest community topics.

The guidance provided in the published determinations may be helpful for association owners, members of association boards of directors, and those who may be dealing with similar issues.

Visit the [Common Interest Community Ombudsman](#) website for forms, determinations, and news and publications.

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The Code of Virginia

The current version of the Code of Virginia is available online through the [Virginia Legislative Information System](#).

The [Virginia Condominium Act](#), Title 55, Chapter 4.2, and the [Virginia Property Owners Association Act](#), Title 55, Chapter 26, of the Code of Virginia are the state civil statutes that authorize and govern condominium and homeowners' associations within the Commonwealth. The [Virginia Nonstock Corporation Act](#), Title 13.1, Chapter 10, establishes the requirements and regulatory authority under which non-profit associations can incorporate.

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The Code of Fairfax County

The [Code of Fairfax County](#) is available online. To access ordinances frequently referenced by common interest communities, review the full Table of Contents and select the appropriate chapters as follows:

[Chapter 31](#) **Peddlers, Solicitors and Canvassers**

[Chapter 41.1](#) **Animal Control and Care**

Section 41-2-4	Unrestricted dogs prohibited; leash law
Section 41-2-6	Animals causing unsanitary conditions

[Chapter 69.1](#) **Water Reconciliation Facilities Ordinance**

[Chapter 82](#) **Motor Vehicles and Traffic**

Section 82-1-3	Enforcement by County officers
Section 82-5-32	Removal (towing) of vehicles

[Chapter 108](#) **Noise Ordinance**

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The Zoning Ordinance of Fairfax County

The Zoning Ordinance of Fairfax County, Virginia, regulates zoning in Fairfax County. It is intended to promote the health, safety, and general welfare of the public, and to implement the adopted [Comprehensive Plan](#) for the orderly and controlled development of the county. It is administered by the Fairfax County Department of Planning and Zoning (DPZ) whose mission is to promote livable communities which enhance the quality of life for the present and the future.

[The Fairfax County Zoning Ordinance](#) is subject to periodic revisions upon action by the Board of Supervisors. The Zoning Ordinance presented here is current as of June 6, 2018. Should you have any questions regarding the Zoning Ordinance, please contact 703-324-1314, TTY 711, and ask to speak with the planner of the day. To access ordinances frequently referenced by common interest communities, review the full Table of Contents and select the appropriate references as follows:

Article 1 The Constitution of the Ordinance

Part 1 Section 1 – 100	Title
Part 2 Section 1 – 200	Purpose and intent
Part 4 Section 1 – 400	Conflicting ordinances

Article 2 General Regulations

Part 3 Section 2 -300 Section 2 - 309	Interpretation of District Regulations Open Space
Part 7 Section 2 – 700	Common Open Space and Common Improvement Regulations

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Common Interest Community Resources

A list of local, state, and federal resources has been provided to assist in effectively governing associations. When available, an electronic link to the resource is included.

Common Interest Community Organizations and Resources

[Community Associations Institute \(CAI\) National Office](#)

703-970-9220

- Provides published information, training programs, and professional references.

[CAI - Washington Metropolitan Chapter](#)

703-750-3644

- Serves the educational, business, and networking needs of the community association industry.

[Fairfax County Consumer Affairs Branch](#)

703-222-8435

- Provides advice and guidance to homeowner and condominium associations and hosts “*Your Community, You’re Connected*” on Fairfax County Government Channel 16.

[Fairfax County Office of Public Affairs](#)

703-324-3187

- Publishes “Newcomers Guide” and quarterly newsletter for citizens; serves as the “Information Connection” to and for Fairfax County government.

[Fairfax County Federation of Citizens Association Inc.](#)

- Independent volunteer organization which promotes opinions and consensus of citizens associations throughout Fairfax County; enhances general welfare of citizens and communities.

[Institute of Real Estate Management \(IREM\)](#)

301-948-6234 Northern Virginia Chapter

800-837-0706 IREM Headquarters

- Provides education, resources, information, and membership for real estate management professionals.

[Northern Virginia Association of Realtors](#)

703-207-3200

- Provides general information on Northern Virginia locales and access to local realtors.

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Community Enhancement Safety Programs

[Fairfax County Fire Prevention Division](#)

703-246-3801

- Provides fire suppression, emergency medical, technical rescue, fire prevention, and educational services.

[Fairfax County Neighborhood Watch Community Crime Prevention Program](#)

- Promotes "Neighborhood Watch" safety, security, education, and crime prevention programs.

[Northern Virginia Soil and Water Conservation District](#)

703-324-1460

- A self-governing subdivision of the Commonwealth of Virginia, offers environmental leadership, technical assistance, and environmental education.

Electric Service Providers

[Dominion Energy](#)

888-366-4357

- Delivers electric service for residential and commercial buildings and outdoor street lighting.

[Northern Virginia Electric Cooperative](#)

703-335-0500

888-335-0500

- Delivers cost-efficient, reliable energy to residential, commercial, business, and government customers.

Fairfax County Code Requirements and Enforcement

[Fairfax County Animal Services Division](#)

703-691-2131

- Oversees the animal shelter and animal control wildlife biologist. To make a report, contact County Police non-emergency dispatch number at 703-691-2131.

[Fairfax County Building Permits Division](#)

703-222-0801

- Issues building, electrical, mechanical, plumbing, home improvement, deck, garage, and demolition permits.

[Fairfax County Consumer Affairs Branch](#)

703-222-8435

- Mediates consumer-to-business complaints, tenant-landlord disputes, and cable concerns, answers advice inquiries and provides consumer educational outreach presentations.

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[Fairfax County Department of Code Compliance](#)

703-324-1300

- Enforces the codes and ordinances which regulate property maintenance and construction in Fairfax County.

[Fairfax County Department of Planning and Zoning](#)

703-324-1380

- Maintains the county's Comprehensive Plan and provides proposals, advice, and assistance on land use, development review, and zoning issues.

[Fairfax County Department of Public Works and Environmental Services - Recycle and Trash](#)

703-324-5230

- Helps preserve the county's high quality of life and protects natural resources. Provides guidance for complying with, and enforces the rules for separating recyclables from trash.

[Fairfax County Department of Tax Administration](#)

703-222-8234

- Maintains real estate assessments, provides assessment analysis and information about appeals, relief, and exemptions.

[Fairfax County Environmental Health Division](#)

703-246-2444

- Provides information on sanitary standards, wells and septic systems, maintenance and repair; issues pool permits; and conducts annual pool inspections.

[Fairfax County Land Records Division](#)

703-691-7320

- Maintains copies of condominium and homeowners' association declarations, deeds of dedication, and bylaws.

[Fairfax County Maintenance and Stormwater Management Division](#)

703-877-2800

- Responsible for controlling runoff (rain, melting snow, and ice, etc.); draining off roads, sidewalks, driveways, roofs, and other hard surfaces; and provides educational outreach.

[Fairfax County Office of Site Development Services](#)

703-324-1780

- Provides support to religious and community groups, the development community, residents, and other county agencies throughout the site development process. Works to ensure compliance with county codes and standards with respect to the quality of new public infrastructure, control of erosion and sedimentation, storm drainage, storm water management, tree preservation, and protection of public waters.

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[Fairfax County Regulation and Licensing Branch](#)

703-324-5966

- Issues licenses and regulates the taxi industry, peddlers, solicitors, precious metal and gem dealers, pawn brokers, massage establishments and therapists, and going-out-of-business sales.

[Fairfax County Zoning Administration Division](#)

703-324-1314

- Enforces, maintains, and administers the provisions of the Fairfax County Zoning and Noise Ordinances.

[Fairfax County Zoning Evaluation Division](#)

703-324-1290

- Processes all zoning applications submitted to the county.

[Fairfax County Zoning Permit Review Branch](#)

703-222-1082

- Issues building non-residential use permits, permit records, home occupation permits, and setbacks. Addresses general easement questions.

Insurance

[Virginia Bureau of Insurance](#)

804-371-9733

- Ensures residents of the Commonwealth are provided with access to adequate and reliable insurance protection; insurance companies selling policies are financially sound to support payment of claims; agents selling company policies are qualified and conduct their business according to statutory and regulatory requirements, as well as acceptable standards of conduct; and insurance policies are of high quality, are understandable, and are fairly priced.

Lawn and Garden Landscaping

[Fairfax County Urban Forest Management Division](#)

703-324-1770

- Serves as the primary county agency responsible for managing trees and forests in Fairfax County. Provides information about tree pests, and hazardous trees.

[Northern Virginia Soil and Water Conservation District](#)

703-324-1460

- A self-governing subdivision of the Commonwealth of Virginia offers environmental leadership, technical assistance, and environmental education.

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Legal References

[Fairfax Bar Association](#)

703-246-2740

- Provides information about legal matters.

[Fairfax Bar Association's Lawyer Referral Service](#)

703-246-3780

- Non-profit public service of the Fairfax Bar Association.

[Legal Services of Northern Virginia](#)

- Provides low to no cost legal advice and service to the region's low-income and neediest populations.

Pavement Maintenance

[Fairfax County Department of Public Works and Environmental Services](#)

703-877-2800

- Provides information about sidewalk, bridges and roadway maintenance, and assistance in determining maintenance responsibility.

[National Asphalt Pavement Association](#)

301-731-4748

888-468-6499

- Provides technical, educational, and marketing materials and supplies to users and designers of paving materials.

[Virginia Department of Transportation \(VDOT\)](#)

800-367-7623

- Provides public road maintenance, snow removal, signs, hazards, etc.

Recreation Construction and Maintenance

[American Sports Builders Association](#)

410-730-9595

866-501-2722

- Centralized source for tennis courts, running tracks, fields and indoor sports facilities. Provides technical and consumer-oriented information on the process of selecting a site, choosing a contractor, and identifying a surface.

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[Consumer Product Safety Commission](#)

301-504-7921

800-638-2772

- Charged with protecting the public from unreasonable risks of serious injury or death from consumer products. Provides information to consumers on what safety features to look for in products.

[Fairfax County Park Authority](#)

703-324-8702

- Provides in-depth information on county parks, facilities, programs, and maintenance responsibilities.

State Laws and Regulatory Authorities

[Code of Virginia Legislative Information System](#)

- Electronic access to Virginia state laws.

[Common Interest Community Board](#)

804-367-0362 Board Office

804-367-8510 Registration Section

- Regulates common interest community managers, as well as certain employees of licensed management firms. The Board's authority also includes condominium and time-share project registrations, and extends to transactions occurring within Virginia, even if the property involved is located outside the Commonwealth.

[Office of the Community Interest Community Ombudsman](#)

804-367-2941

- Offers assistance and information to association members regarding the rights and processes available to them through their associations.

[Virginia State Corporation Commission](#)

804-371-9773

- Corporate entities doing business in the Commonwealth of Virginia register and maintain annual renewals with the State Corporation Commission, where applicable.

Taxes

[Fairfax County Department of Tax Administration](#)

703-222-8234

- Charged by law with the responsibility to assess and collect taxes for Fairfax County.

[United States Department of Treasury - Internal Revenue Service](#)

800-829-1040 and 800-829-3676

- Provides tax filing assistance and information, forms, and publications to individuals and businesses.

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Trash Collection & Recycling

[Fairfax County Division of Solid Waste Collection and Recycling](#)

703-324-5230

- Fairfax County trash service information, applications, and private trash information.

[Town of Herndon Department of Public Works - Water and Sewer](#)

703-435-6853

- Town of Herndon refuse and yard waste information.

Utilities

[City of Fairfax Department of Public Works](#)

703-385-7810

- Responsible for providing safe potable water and reliable sanitary sewer service to the city's customers.

[City of Falls Church Water and Sewer](#)

703-698-5800 Water

703-248-5466 Sewer

- As of January 3, 2014, water service is provided to City of Falls Church residents and businesses by Fairfax Water. Customers will receive a bill for [sewer services](#) through Fairfax Water, however, sewer cap off and new requests for service should be made through the city.

[Columbia Gas of Virginia](#)

800-543-8911

800-544-5606 Emergency Service

- Provides natural gas service for parts of Chantilly and Herndon.

[Dominion Energy](#)

866-366-4357

- Provides electrical energy service for residential and commercial buildings and street lights.

[Fairfax County Planning and Design Division – Street Light Division](#)

703-324-5111

- Manages county streetlight program and installation criteria. Provides online reporting system for street light outages.

[Fairfax Water](#)

703-698-5600

- Manages an integrated water system for supplying and distributing water among Fairfax County addresses.

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[Town of Herndon Department of Public Works - Water and Sewer](#)

703-435-6814

- Provides safe, efficient, and affordable water and sewer services for some Fairfax County addresses.

[Northern Virginia Electric Cooperative \(NOVEC\)](#)

703-335-0500

888-335-0500

703-754-6750 New Construction Service

- Cooperative supplier of electricity and energy services.

[Vienna Water and Sewer](#)

703-255-6380

- Conducts water quality sampling and analysis, resolves complaints, and handles meter reads.

[Washington Gas](#)

703-750-1000

703-750-1400 Emergency

800-752-7520 Emergency

- Delivers natural gas to customers in Fairfax County, and the surrounding areas.

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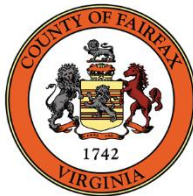
Fairfax County Department of Cable and Consumer Services
Consumer Affairs Branch

12000 Government Center Parkway, Suite 433
Fairfax, VA 22035
703-222-8435 TTY 711

<https://www.fairfaxcounty.gov/cableconsumer/csd/consumer-protection-commission>
<https://www.fairfaxcounty.gov/cableconsumer/csd/consumer>
www.facebook.com/fairfaxcountyconsumer



Fairfax County is committed to nondiscrimination on the basis of disability in all County programs, services and activities. Reasonable accommodations will be provided upon request. For information, call the Department of Cable and Consumer Services, 703-222-8435 TTY 711.



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